

Provider Updates – Frequently Asked Questions

Q - I can't log in.

A – Have you registered to use the service? Please note this is a new service and you will need to register with us to be able to access it. Did you receive the email to verify your account? You should have received two emails one welcoming you and one confirming verification.

Q - I received the email and verified my account but still can't log in.

A - Did you register using the email address you provided to Ofsted? You must register using an email address you provided to Ofsted, it will be with this email that your record is assigned with and allows you access to view your details.

Q - I registered using a different email address.

A - If this is the case we will delete any created account and notify you in writing. Please contact Ofsted to update this information. Ofsted will automatically inform the Local Authority about any changes to your core details. Please allow 24 working hours for us to be notified. Please contact us again after this period so that we can re-set your email address.

Q - Ofsted will not have an email address for me. What should I do?

A - Contact Ofsted directly to advise them of an email address for your provision. Please allow at least 24 working hours for Ofsted to update the Local Authority. After this time please contact CFIS to have this email address assigned to your record.

Q - I have forgotten my password.

A - Please use the link on the website to be provided with a temporary password which we would suggest you amend to one you will remember once you have gained access again.

Q - How do I know if my submission has been received?

A - There will be a very brief message displayed on your screen advising that this has been submitted. Please then allow at least 24 working hours for this to be authorised. If we are unable to accept any update we will notify you in writing.

Q - I tried to update my title, address, email address and telephone number but I received an email saying that you had rejected these. Why is that?

A - These details are part of your registration and therefore CFIS are unable to make any changes to them. You will need to contact Ofsted directly to update this information. Once Ofsted have updated their system they will in turn inform the Local Authority and CFIS will then update the information available to the public.

Q - I tried to add that I now offer the funding for 2, 3 & 4 year olds but received an email stating you had rejected this. Why is this?

A - This information is provided to CFIS on a monthly basis from the relevant teams and will be updated once we have received confirmation from them that providers are registered to offer the funding.

Q - I tried to set up an account so that I could advertise my details on your website but I was emailed saying that you had deleted the account I had created.

A - As a childcare provider you do not need to create an account but just update the information we already hold. If you have registered using the email address provided to Ofsted your account will already be linked with your details.

Q – I have already provided you with details that I do not wish to advertise but I keep getting emails reminding me to register.

A – The registration process and permissions are separate and therefore you do have the ability to update your permissions without registering. Registration allows you to update details such as your costs, opening hours, vacancies etc. If you do not wish to register please let us know in writing by emailing us at kentcfis@kent.gov.uk